

SENIOR CUSTOMER SERVICE REPRESENTATIVE

FLSA Code: N

Job Code: 2006

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs difficult clerical and responsible administrative work involving customer service and billing for utility services; does related work as required. Work is performed under the regular supervision of the Customer Service Manager. Limited supervision may be exercised over Customer Service Representatives.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires lifting, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Assisting with supervision of the customer service office; assisting customers; opening and closing utility accounts; maintaining files; preparing reports.

Assists customers by telephone and at counter, handles the more complex and referred questions, requests and complaints;

Opens new customer accounts, closes accounts, changes out meters, adds new meters and services to accounts;

Adjusts accounts found to be in error;

Prepares final cut-off list for delinquent accounts;

Interacts with field customer service to provide customers with timely and effective service;

Coordinates customer account and work order files;

Checks readings and prepares out-of-range and suspect bill reports;

Prepares a variety of reports; determines and orders necessary rereads;

Assists with supervision of customer service staff as assigned;

Prepares work orders for field crews;

Prepares and maintains meter lists and files;

Performs related tasks as required.

REQUIREMENTS/EDUCATION/EXPERIENCE:

Graduation from high school and considerable customers service experience; thorough knowledge of utility billing terminology, methods, procedures and equipment, standard office procedures, practices and equipment; demonstrated ability to understand and follow oral and written directions, perform mathematical computations with speed and accuracy, and establish and maintain effective working relationships with associates and customers. An equivalent combination of training and experience may be considered.

This is a class description and not an individualized job specification. The class description defines the general character and scope of duties, responsibilities, and requirements of all positions in one job classification, but is not all inclusive. Duties, responsibilities and requirements may be added, deleted or changed at any time at the discretion of management.